

AMENDMENTS TO THE CLAIMS:

This listing of claims will replace all prior versions and listings of claims in the application:

1. (Currently Amended) A method for providing a real-time counseling service by using a network, the method comprising ~~the steps of:~~

receiving click information on a counseling link on a webpage or receiving
a query including information concerning at least one of counseling,
data retrieval, and a goods purchase from a user computer
operated by a user;

generating an identification code ~~corresponding with said query in~~
accordance with the query using a database including query
categories or in accordance with the click information;

determining a counselor ~~using said~~ based on the identification code; and
creating a counseling room in which ~~[[said]]~~ the user and ~~[[said]]~~ the
counselor ~~are able to~~ can engage in interactive counseling using
the user computer and a counselor computer, respectively,

wherein ~~[[said]]~~ the identification code includes a query-contents
identification corresponding to the query or corresponding to the
click information to determine at least one proper counselor from a
plurality of counselors ~~at least one selected from the group~~
~~consisting of a language information, a service providing server's~~

~~information, a query contents identification and a user's location~~
~~information.~~

2. (Currently Amended) The method ~~for providing a real-time counseling service by~~
~~using a network~~ of claim 1, wherein the identification code further includes at
least one of language information, a service-providing server's information, and
the user's location information, and the [[said]] language information is [[the]] a
language corresponding to [[said]] the query.
3. (Currently Amended) The method ~~for providing a real-time counseling service by~~
~~using a network~~ of claim 2 [[1]], wherein [[said]] the service-providing server's
information is a domain name (URL) of the service-providing server.
4. (Currently Amended) The method ~~for providing a real-time counseling service by~~
~~using a network~~ of claim 1, wherein [[said]] the query-contents identification is a
query-contents category number that [[said]] the query belongs to among a
plurality of query-contents categories.
5. (Currently Amended) The method ~~for providing a real-time counseling service by~~
~~using a network~~ of claim 2 [[1]], wherein [[said]] the user's location information is
[[a]] the user's connection control information.

6. (Currently Amended) The method ~~for providing a real-time counseling service by using a network~~ of claim 1, wherein ~~said step of determining~~ [[a]] the counselor ~~using said based on the~~ identification code ~~is the step of determining a counselor using said~~ uses the language information and ~~[[said]] the~~ query-contents identification.
7. (Currently Amended) The method ~~for providing a real-time counseling service by using a network~~ of claim 1, wherein ~~[[said]] the~~ counseling room is a cyber space in which ~~[[said]] the~~ user and ~~[[said]] the~~ counselor ~~are able to~~ can engage in interactive counseling by using ~~[[said]] the~~ query and ~~[[said]] the~~ identification code in real time.
8. (Currently Amended) The method ~~for providing a real-time counseling service by using a network~~ of claim 1 or 7, wherein ~~[[said]] the~~ counseling room is a chat room, ~~where said chat room corresponds with said~~ corresponding to the query, and ~~[[said]] the~~ user ~~is able to~~ can carry on electronic business (e-business) by using URLs of electronic business malls that are provided in ~~[[said]] the~~ chat room.
9. (Currently Amended) A method for providing data for creating a counseling room at a service-providing server, where ~~[[said]] the~~ service-providing server is coupled with a counseling server that provides a user with ~~[[said]] the~~ counseling room by using a network, ~~[[said]] the~~ method comprising ~~the steps of:~~

receiving a query from [[said]] a user computer operated by the user,
wherein the query includes information concerning at least one of
counseling, data retrieval, and a goods purchase;
generating an identification code corresponding with [[said]] the query
using a database including query categories; and
transmitting [[said]] the query and [[said]] the identification code to [[said]]
the counseling server, where [[said]] the counseling server
determines a counselor using said based on the identification code
and creates [[a]] the counseling room for counseling between
[[said]] the user and [[said]] the counselor using the user computer
and a counselor computer, respectively,
wherein [[said]] the identification code includes at least one ~~selected from~~
~~the group consisting of~~ [[a]] language information, [[a]] the
service-providing server's information, a query-contents
identification, [[a]] the user's location information, and [[a]] the
counseling-server's information.

10. (Currently Amended) The method ~~for providing data for creating a counseling~~
~~room by using a network~~ of claim 9, wherein [[said]] the language information is
[[the]] a language corresponding with [[said]] the query.

11. (Currently Amended) The method ~~for providing data for creating a counseling room by using a network~~ of claim 9, wherein ~~[[said]]~~ the service-providing server's information is a domain name (URL) of the service-providing server.
12. (Currently Amended) The method ~~for providing data for creating a counseling room by using a network~~ of claim 9, wherein ~~[[said]]~~ the query-contents identification is a query-contents category number that ~~[[said]]~~ the query belongs to among a plurality of query-contents categories.
13. (Currently Amended) The method ~~for providing data for creating a counseling room by using a network~~ of claim 9, wherein ~~[[said]]~~ the user's location information is ~~[[a]]~~ the user's connection control information.
14. (Currently Amended) The method ~~for providing data for creating a counseling room by using a network~~ of claim 9, wherein ~~to determine a~~ determining the counselor ~~using said~~ based on the identification code ~~is to determine a counselor using said~~ uses the language information and ~~[[said]]~~ the query-contents identification.
15. (Currently Amended) The method ~~for providing data for creating a counseling room by using a network~~ of claim 9, wherein ~~[[said]]~~ the counseling room is a cyber space in which ~~[[said]]~~ the user and ~~[[said]]~~ the counselor ~~are able to~~ can

engage in interactive counseling by using ~~[[said]]~~ the query and ~~[[said]]~~ the identification code in real time.

16. (Currently Amended) The method ~~for providing data for creating a counseling room by using a network~~ of claim 9 or 15, wherein ~~[[said]]~~ the counseling room is a chat room, ~~where said chat room corresponds~~ corresponding with ~~[[said]]~~ the query, and ~~[[said]]~~ the user ~~is able to~~ can carry on electronic business (e-business) by using URLs of electronic business malls that are provided in ~~[[said]]~~ the chat room.

17. (Currently Amended) A method for providing a user with a counseling room at a counseling server, ~~where said~~ the counseling server ~~[[is]]~~ being coupled with a service-providing server by using a network, ~~[[said]]~~ the method comprising ~~the steps of:~~

receiving a query and an identification code from ~~[[said]]~~ the

~~service-providing server, where said query has been received from said user by said service providing server and said identification code is generated at said service providing server corresponding with said query;~~

determining a counselor using ~~said~~ based on the identification code; and

creating ~~[[a]]~~ the counseling room in which ~~[[said]]~~ the user and ~~[[said]]~~ the counselor ~~are able to~~ can engage in interactive counseling using a user computer and a counselor computer, respectively, wherein:

the query transmitted from the user computer to the service-providing server includes information concerning at least one of counseling, data retrieval, and a goods purchase;

the identification code is generated in accordance with the query using a database including query categories or in accordance with click information on a counseling link on a webpage, the click information being transmitted from the user computer to the service-providing server;

the identification code includes a query-contents identification corresponding to the query or corresponding to the click information to determine at least one proper counselor from a plurality of counselors; and

~~[[said]]~~ the identification code includes at least one selected from a group consisting of [[a]] language information, [[a]] the service-providing server's information, and the [[a]] user's location information and a counseling server's information.

18. (Currently Amended) The method for ~~providing a user with a counseling room by using a network~~ of claim 17, wherein ~~[[said]]~~ the language information is ~~[[the]]~~ a language corresponding with ~~[[said]]~~ the query.

19. (Currently Amended) The method ~~for providing a user with a counseling room by using a network~~ of claim 17, wherein ~~[[said]]~~ the service-providing server's information is a domain name (URL) of the service-providing server.
20. (Currently Amended) The method ~~for providing a user with a counseling room by using a network~~ of claim 17, wherein ~~[[said]]~~ the query-contents identification is a query-contents category number that ~~[[said]]~~ the query belongs to among a plurality of query-contents categories.
21. (Currently Amended) The method ~~for providing a user with a counseling room by using a network~~ of claim 17, wherein ~~[[said]]~~ the user's location information is ~~[[a]]~~ the user's connection control information.
22. (Currently Amended) The method ~~for providing a user with a counseling room by using a network~~ of claim 17, wherein ~~said step of determining~~ ~~[[a]]~~ the counselor ~~using said~~ based on the identification code ~~is the step of determining a counselor using said~~ uses the language information and ~~[[said]]~~ the query-contents identification.
23. (Currently Amended) The method ~~for providing a user with a counseling room by using a network~~ of claim 17, wherein ~~[[said]]~~ the counseling room is a cyber space in which ~~[[said]]~~ the user and ~~[[said]]~~ the counselor ~~are able to~~ can engage

in interactive counseling by using ~~[[said]]~~ the query and ~~[[said]]~~ the identification code in real time.

24. (Currently Amended) The method ~~for providing a user with a counseling room by using a network~~ of claim 17 or 23, wherein ~~[[said]]~~ the counseling room is a chat room, ~~where said chat room corresponds~~ corresponding with ~~[[said]]~~ the query, and ~~[[said]]~~ the user ~~is able to~~ can carry on electronic business (e-business) by using URLs of electronic business mails that are provided in ~~[[said]]~~ the chat room.

25. (Currently Amended) An apparatus for providing a real-time counseling service by using a network, the apparatus comprising:

receiving means for receiving click information on a counseling link on a webpage or receiving a query including information concerning at least one of counseling, data retrieval, and a goods purchase from a user computer operated by a user; and

controlling means for generating an identification code corresponding with ~~[[said]]~~ the query, determining a counselor ~~using said~~ based on the identification code, and creating a counseling room in which ~~[[said]]~~ the user and ~~[[said]]~~ the counselor ~~are able to~~ can engage in interactive counseling using the user computer and a counselor computer, respectively, wherein:

the identification code is generated in accordance with the query using a database including query categories or in accordance with the click information;

the identification code includes a query-contents identification corresponding to the query or corresponding to the click information to determine at least one proper counselor from a plurality of counselors; and

[[said]] the identification code includes at least one ~~selected from the group consisting of~~ language information, a service-providing server's information, ~~a query-contents identification,~~ and [[a]] the user's location information.

26. (Currently Amended) An apparatus for providing data for creating a counseling room, ~~where said~~ the apparatus [[is]] being coupled with a counseling server that provides a user with [[said]] the counseling room by using a network, [[said]] the apparatus comprising:

receiving means for receiving a query from a user computer operated by [[said]] the user, the query including information concerning at least one of counseling, data retrieval, and a goods purchase;

generating means for generating an identification code corresponding with [[said]] the query using a database including query categories; and

transmitting means for transmitting [[said]] the query and [[said]] the identification code to [[said]] the counseling server, where [[said]]

the counseling server determines a counselor ~~using said~~ based on
the identification code, and creates ~~[[a]]~~ the counseling room in
which ~~[[said]]~~ the user and ~~[[said]]~~ the counselor ~~are able to~~ can
engage in interactive counseling using the user computer and a
counselor computer, respectively,[[:]]

wherein ~~[[said]]~~ the identification code includes at least one ~~selected from~~
~~the group consisting of~~ ~~[[a]]~~ language information, a
service-providing server's information, a query-contents
identification, the user's location information, and ~~[[a]]~~ the
counseling server's information.

27. (Currently Amended) An apparatus for providing a user with a counseling room,
~~where said~~ the apparatus ~~[[is]]~~ being coupled with a service-providing server by
using a network, ~~[[said]]~~ the apparatus comprising:

receiving means for receiving a query and an identification code from ~~said~~
~~contents-providing~~ the service-providing server, ~~where said query~~
~~has been received from said user by said service-providing server~~
~~and said identification code is generated at said service-providing~~
~~server corresponding with said query; and~~

controlling means for determining a counselor ~~using said~~ based on the
identification code, creating ~~[[a]]~~ the counseling room in which
~~[[said]]~~ the user and ~~[[said]]~~ the counselor ~~are able to~~ can engage in

interactive counseling using a user computer and a counselor computer, respectively, wherein:

the query transmitted from the user computer to the service-providing server includes information concerning at least one of counseling, data retrieval, and a goods purchase;

the identification code is generated in accordance with the query using a database including query categories or in accordance with click information on a counseling link on a webpage, the click information being transmitted from the user computer to the service-providing server;

the identification code includes a query-contents identification corresponding to the query or corresponding to the click information to determine at least one proper counselor from a plurality of counselors; and

~~[[said]]~~ the identification code includes at least one selected from the group consisting of [[a]] language information, [[a]] the service-providing server's information, a query-contents identification, and [[a]] the user's location information and a counseling server's information.

28. (Currently Amended) An apparatus for providing a real-time counseling service by using a network, the apparatus comprising:
- a storage device; and

a processor coupled to ~~[[said]]~~ the storage device,
wherein the ~~[[said]]~~ storage device ~~storing~~ stores a program for controlling
~~[[said]]~~ the processor~~[:];~~ and ~~[[said]]~~ the processor, being operative
with ~~[[said]]~~ the program, executes a method comprising:
~~to receive~~ receiving click information on a counseling link on a webpage or
receiving a query including information concerning at least one of
counseling, data retrieval, and a goods purchase from a user
computer operated by a user;
~~generate~~ generating an identification code ~~corresponding~~ in accordance
with ~~[[said]]~~ the query using a database including query categories
or in accordance with the click information;
~~determine~~ determining a counselor ~~using said~~ based on the identification
code; and
~~create~~ creating a counseling room in which ~~[[said]]~~ the user and ~~[[said]]~~ the
counselor ~~are able to~~ can engage in interactive counseling using
the user computer and a counselor computer, respectively,
wherein;
the identification code includes a query-contents identification
corresponding to the query or corresponding to the click information
to determine at least one proper counselor from a plurality of
counselors; and
~~[[said]]~~ the identification code includes at least one ~~selected from the~~
~~group consisting of~~ ~~[[a]]~~ language information, a service-providing

server's information, ~~a query contents identification~~, and ~~[[a]]~~ the
user's location information.

29. (Currently Amended) An apparatus for providing data for creating a counseling room, ~~where said~~ the apparatus ~~[[is]]~~ being coupled with a counseling server that provides a user with ~~[[said]]~~ the counseling room by using a network, ~~[[said]]~~ the apparatus comprising:

a storage device; and

a processor coupled to ~~[[said]]~~ the storage device,

wherein the ~~[[said]]~~ storage device ~~storing~~ stores a program for controlling

~~[[said]]~~ the processor~~[[;]]~~ and ~~[[said]]~~ the processor, being operative

with ~~[[said]]~~ the program, executes a method comprising:

~~to receive~~ receiving a query from ~~[[said]]~~ a user computer operated by the

user, the query including information concerning at least one of

counseling, data retrieval, and a goods purchase;

~~generate~~ generating an identification code corresponding with ~~[[said]]~~ the

query using a database including query categories; and

~~transmit said~~ transmitting the query and ~~[[said]]~~ the identification code to

~~[[said]]~~ the counseling server, where ~~[[said]]~~ the counseling server

determines a counselor ~~using said~~ based on the identification code

and generates ~~[[a]]~~ the counseling room in which ~~[[said]]~~ the user

and ~~[[said]]~~ the counselor ~~are able to~~ can engage in interactive

counseling using the user computer and a counselor computer,
respectively.[[;]]

wherein [[said]] the identification code includes at least one ~~selected from~~
~~the group consisting of~~ [[a]] language information, a
service-providing server's information, a query-contents
identification, [[a]] the user's location information, and [[a]] the
counseling server's information.

30. (Currently Amended) An apparatus for providing a user with a counseling room,
~~where said~~ the apparatus [[is]] being coupled with a service-providing server by
using a network, [[said]] the apparatus comprising:

a storage device; and

a processor coupled to said storage device,

wherein the [[said]] storage device ~~storing~~ stores a program for controlling
[[said]] the processor,[[;]] and [[said]] the processor, being operative
with [[said]] the program, executes a method comprising:

~~to receive~~ receiving a query and an identification code from [[said]] the
service-providing server, ~~where said query has been received from~~
~~said user by said contents providing server and said identification~~
~~code is generated at said service providing server corresponding to~~
~~said query;~~

~~determine~~ determining a counselor ~~using said~~ based on the identification
code; and

~~create a~~ creating the counseling room in which ~~[[said]]~~ the user and ~~[[said]]~~

the counselor ~~are able to~~ can engage in interactive counseling

using a user computer and a counselor computer, respectively,

wherein:

the query transmitted from the user computer to the service-providing

server includes information concerning at least one of counseling,

data retrieval, and a goods purchase;

the identification code is generated in accordance with the query using a

database including query categories or in accordance with click

information on a counseling link on a webpage, the click information

being transmitted from the user computer to the service-providing

server;

the identification code includes a query-contents identification

corresponding to the query or corresponding to the click information

to determine at least one proper counselor from a plurality of

counselors; and

~~[[said]]~~ the identification code includes at least one ~~selected from the~~

~~group consisting of~~ ~~[[a]]~~ language information, ~~[[a]]~~ the

service-providing server's information, ~~a query-contents~~

~~identification, and the~~ ~~[[a]]~~ user's location information ~~and a~~

~~counseling server's information.~~

31. (Currently Amended) A method for providing a real-time counseling service at a contents-providing server by using a network, the method comprising the steps of:

providing at least one page in a site corresponding with [[said]] the
contents-providing server~~[[,]]~~ having at least one counseling link;
when [[said]] the counseling link is selected by a user, generating an
identification code corresponding with [[said]] the counseling link,
and generating basic counseling information by retrieving a
database using the counseling link or the identification code; and
transmitting [[said]] the identification code to a counseling server
corresponding with [[said]] the counseling link, wherein:
~~[[said]] the~~ counseling server ~~determines a counselor using said~~
~~identification code and provides a counseling room in which said~~
the basic counseling information to a counselor computer
determined based on the identification code such that the user and
~~[[said]] the~~ counselor ~~are able to~~ can engage in interactive
counseling using a user computer and the counselor computer,
respectively; and
the basic counseling information includes at least one of a webpage
accessed by the user just before clicking on the counseling link, a
record of the user's activity after linking to a service-providing
server, and general examples of counseling related to the
webpage.

32. (Currently Amended) The method ~~for providing a real time counseling service at a contents providing server by using a network~~ of claim 31, wherein ~~[[said]]~~ the identification code includes at least one ~~selected from the group consisting of~~ [[a]] language information, [[a]] the contents-providing server's information, [[a]] category information, and [[a]] the counseling server's information.
33. (Currently Amended) The method ~~for providing a real time counseling service at a contents providing server by using a network~~ of claim 32, wherein ~~[[said]]~~ the identification code further includes user-related information.
34. (Currently Amended) A method for providing a real-time counseling service by using a network, the method comprising ~~the steps of~~:
- receiving an identification code ~~corresponding~~ in accordance with a counseling link selected by a user from a contents-providing server, wherein ~~[[said]]~~ the identification code includes at least one ~~selected from the group consisting of~~ [[a]] language information, [[a]] the contents-providing server's information, [[a]] category information, and a counseling server's information;
- determining a counselor using ~~said~~ based on the identification code;
- providing basic counseling information to a counselor computer operated by the counselor, the basic counseling information including at least one of a webpage accessed by the user just before clicking on the

counseling link, a record of the user's activity after linking to a
service-providing server, and general examples of counseling
related to the webpage; and

creating a counseling room in which ~~[[said]]~~ the user and ~~[[said]]~~ the
counselor ~~are able to~~ can engage in interactive counseling using a
user computer and the counselor computer, respectively.

35. (Canceled).

36. (Currently Amended) The method ~~for providing a real time counseling service by
using a network~~ of claim ~~[[35]]~~ 34, ~~wherein~~ further comprising providing a chatting
service ~~is provided, where said chatting service is based on at least one selected
from the group consisting of~~ text, voice, picture board, and picture.

37. (Currently Amended) The method ~~for providing a real time counseling service by
using a network~~ of claim ~~[[35]]~~ 34, ~~said method~~ further comprising ~~comprises the
steps of:~~

receiving a help request and help contents from ~~[[said]]~~ the user;

determining a professional counselor ~~using said~~ based on the help
contents;

linking ~~[[said]]~~ the professional counselor with ~~[[said]]~~ the counseling room;
and

transmitting at least ~~[[said]]~~ the basic counseling information to ~~[[said]]~~ the
professional counselor.